

2018/19 Performance Report End of Year (1st April to 31st March 2019)



**Tyne and Wear Fire
and Rescue Service**

Creating the Safest Community

www.twfire.gov.uk



The following data set contains general information relating to incidents within the TWFRS Service area. This data has been produced for the purpose of this report only. Upon receipt it becomes the sole responsibility of the TWFRS Officer to act as guardian of this data.

If in doubt about the level of security contact D&I team SHQ.

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Introduction

Our vision is to create the safest community. To make this happen we operate a risk-based approach which prioritises how and where we focus our resources.

Our targets are ambitious; but even as a high performing service we want to continue to improve for our communities.

Our approach to our response prioritises those in greatest need. We aim to get to an incident as quickly as we can. We aim to get to people who need us as fast as we can. We closely monitor our speed of attendance times and review how we can remain amongst the fastest responders within our available resources.

Our targeted prevention work plays a major role in keeping people safe. Our Home Safety Checks (HSC) and other extensive preventative work with partners, helps reduce the number of fires in the home. This can be seen in our performance at incidents within dwellings. This proactive work is also undertaken in our fire safety activity, risk based inspection programme and operational health checks. This is where we engage with the business sector to keep people safe in their working environment.

However, Tyne and Wear includes areas which are disproportionately high in deprivation and unemployment. Local authorities and blue light services have seen reductions in their budgets and many community activities are no longer available. The analysis of our data shows that whilst our primary focus will always be on keeping people safe, deliberate fires also need our attention.

This report outlines how we are working to keep our communities safe, but also how we are working collaboratively with partners, for example through agreed multi-agency actions from our anti-social behaviour conference, to address the wider social issues that result in deliberate fires.

The period 1st April 2018 to 31st March 2019 will be referred to as quarter four (Q4) for the remainder of the document. This report provides a comparison of the data from quarter one, two, three and four in 2018/19 to quarter one, two, three and four in 2017/18 and to previous years where relevant.

Please note: this report contains information on incidents within the Tyne and Wear Service area only and the incidents that were marked “checked” in the IRS on 15 April 2019, all comparisons on year on year data is from 2009 onwards when the recording system changed.

Executive summary

Deaths and Injuries

- There have been 5 fire fatalities (LI02) within the TWFRS Service area during 2018/19.
 - Three dwelling fire fatalities confirmed by Coroner as accidental fire deaths.
 - One dwelling fire fatality awaiting outcome of Coroner Inquest.
 - One fire fatality in an outdoor structure awaiting outcome of Coroners Inquest.
- There has been a 27% (10) increase in injuries from accidental dwelling fires (LI03).
- 30% (14) of the victims who went to hospital were aged 60 or over (LI03).
- There has been a 4% (7) decrease in the number of injuries from all fires (LI05).

Fire Attendances

- There has been a 3% (14) increase in accidental dwelling fires (LI08).
- There has been a 3% (9) reduction accidental kitchen fires (LI09).
- There has been a 2% (79) increase in deliberate secondary fires (LI16).
- There has been a 5% (171) reduction in deliberate refuse fires (LI18).

False Alarms

- There has been a 2% (28) reduction to AFAs from a non domestic premise (LI22).
- 33% (566) of AFAs to a non domestic premises were due to faulty alarms (LI22).
- There has been a 2% (59) reduction to AFAs in a domestic premises (LI23).
- 46% (1178) of domestic AFAs were due to cooking or burnt toast (LI23).

LI Overview 2018/19

This report includes data on the following local indicators (* Priority Indicators). Of the 18 priority indicators it is forecasted that TWFRS will attain 6 targets. One indicator has exceeded target but is within 2.5% (Red = Forecasted not to achieve target , Amber = Forecast equal or within 2.5%, Green = Forcast within target).

Deaths and Injuries

- *LI01 – Deaths from accidental dwelling fires,
- *LI02 – Deaths from all fires,
- *LI03 – Number of injuries from accidental dwelling fires (excl. precautionary check and first aid),
- *LI05 – Number of injuries from all fires,

Fire Attendances

- *LI08 – Number of accidental dwelling fires,
- *LI09 – Number of accidental kitchen fires in dwellings,
- *LI10 – Number of accidental non kitchen fires in dwellings,
- *LI16 – Number of deliberate secondary fire,
- *LI17 – Number of deliberate primary fires,
- *LI18 – Number of deliberate refuse fires,
- *LI24 – Number of fire calls attended,
- *LI29 – Number of primary fires,
- *LI50 – Number of accidental fires in a non domestic premises.

False Alarms

- *LI21 – Number of malicious false alarms attended,
- *LI22 – Number of AFAs to non domestic premises,
- *LI23 – Number of AFAs to domestic premises,

This report also refers to “risk levels” which is the level of risk attached to the mobilisation category selected at the time of call. Risk level one incidents are those that are deemed to have a high level of risk to human life; risk level two incidents have a moderate level of risk to human life; risk level three and four incidents are those that have a low or minimal level of risk to human life.

Deaths and injuries (LI01, LI02, LI03, LI05)

Key facts



4% (7) decrease in the number injuries occurred from fires (LI05)



5 fatalities (LI02)



30% (14) of the victims who went to hospital were aged 60 or over (LI03)



27% (10) more injuries from accidental dwelling fires (LI03)

- In 74% (35) of injuries from accidental dwelling fires, the room of origin of the fire was the kitchen (LI03).
- In 83% (39) of injuries from accidental dwelling fires, the injuries appeared to be slight (LI03).
- In 61% (106) of injuries from all fires, first aid was given at scene or a precautionary check was recommended (LI05).
- There were 145 fires in which there was 174 injuries recorded, 55% (95) were either "Lone Person or Single Parent" (LI05).

Gateshead

There were 33 injuries from 29 fires, a reduction of 25% (11) in comparison to 2017/18. There were 6 injuries from 6 accidental dwelling fires, a reduction of 2 injuries from 2017/18.

Newcastle

Unfortunately, Newcastle recorded one fatality. There were 44 injuries from 37 fires, a reduction of 15% (8) in comparison to 2017/18. There were 9 injuries from 8 accidental dwelling fires, a reduction of 1 injury from 2017/18.

North Tyneside

Unfortunately, North Tyneside recorded one fatality. There were 32 injuries from 23 fires, an increase of 28% (7) in comparison to 2017/18. There were 8 injuries from 7 accidental dwelling fires, an increase of 2 injuries from 2017/18.

South Tyneside

There were 27 injuries from 19 fires, an increase of 50% (9) in comparison to 2017/18. There were 12 injuries from 7 accidental dwelling fires, an increase of 9 injuries from 2017/18.

Sunderland

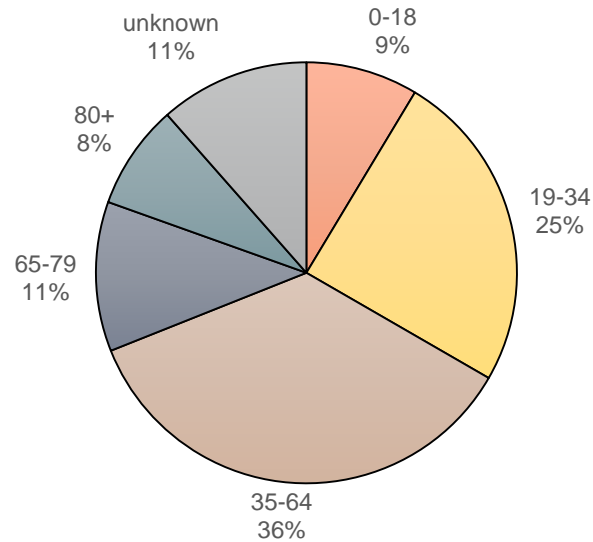
Unfortunately, Sunderland recorded 3 fatalities. There were 38 injuries from 37 fires, a reduction of 10% (4) in comparison to 2017/18. There were 12 injuries from 12 accidental dwelling fires, an increase of 2 injuries from 2017/18.

LI05 Room of origin 2018/19

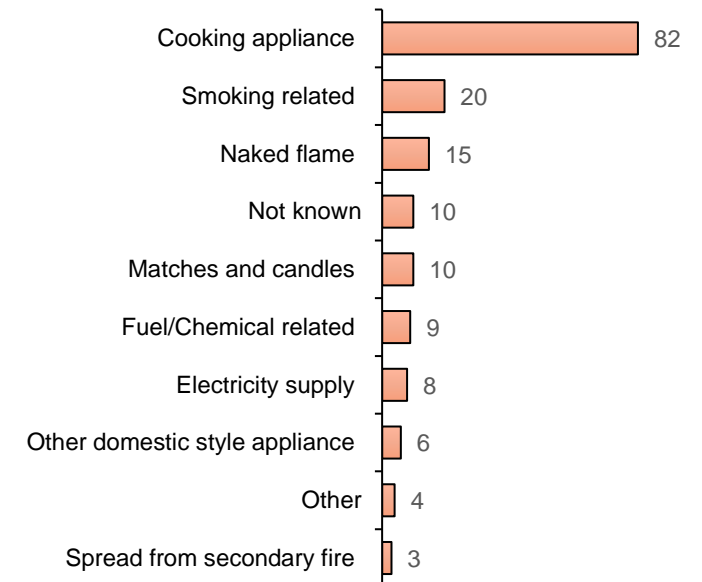


Injuries from all fires – LI05

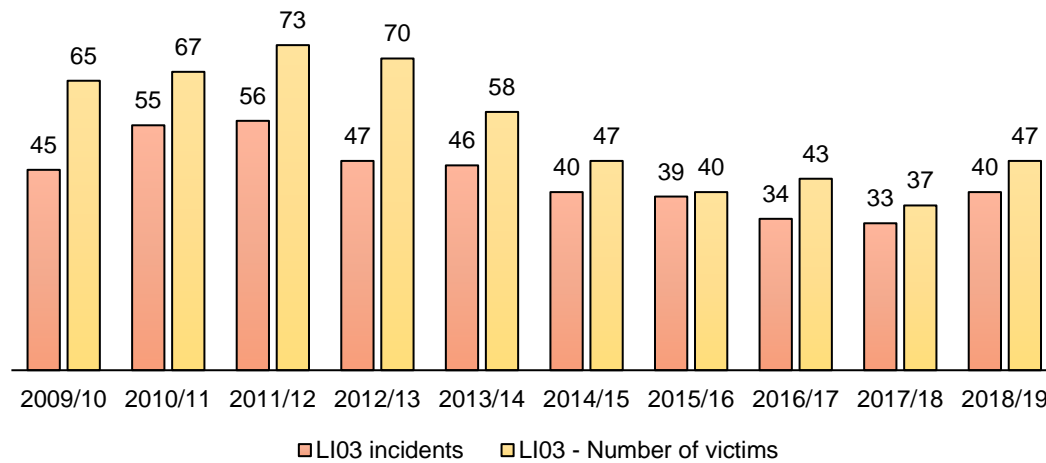
LI05 - Injuries by age range 2018/19



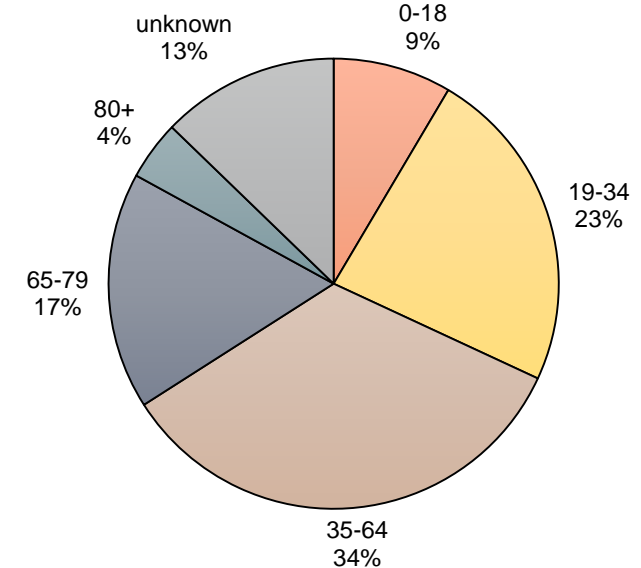
LI05 Ignition source 2018/19



LI03 - Injuries from accidental fires in dwellings where hospital visit was recommended

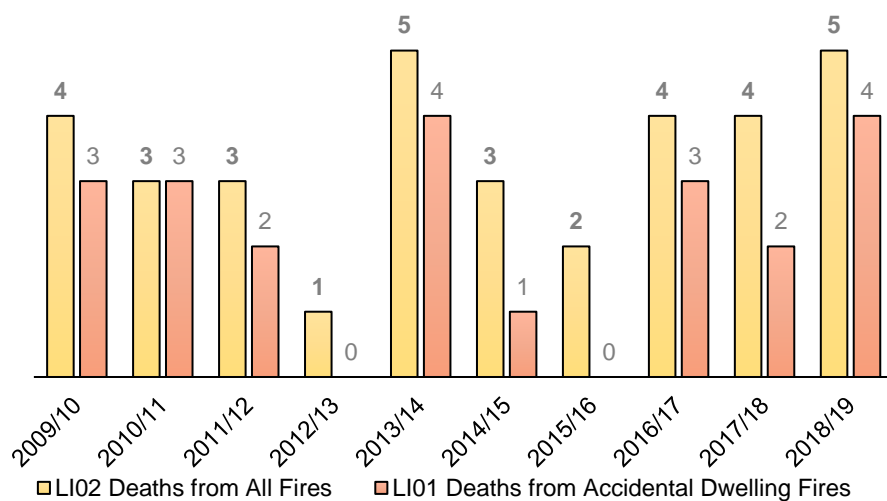


LI03 - Injuries by age range 2018/19

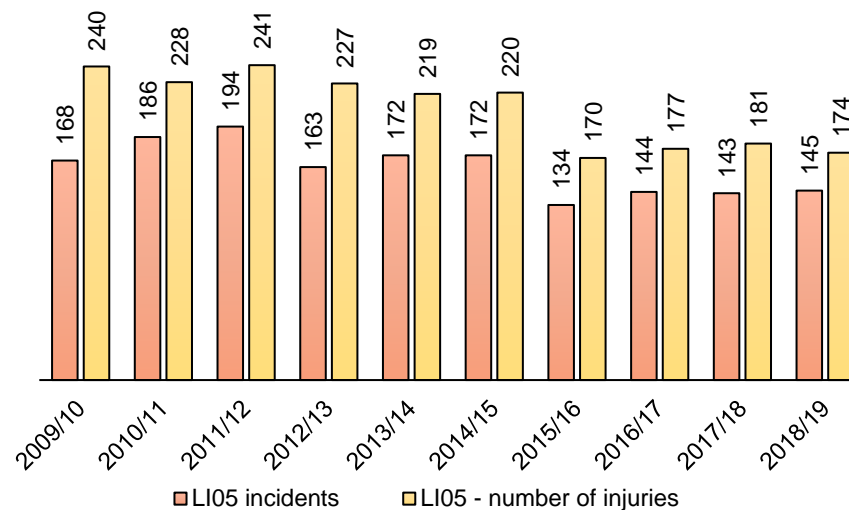


Year on year trends

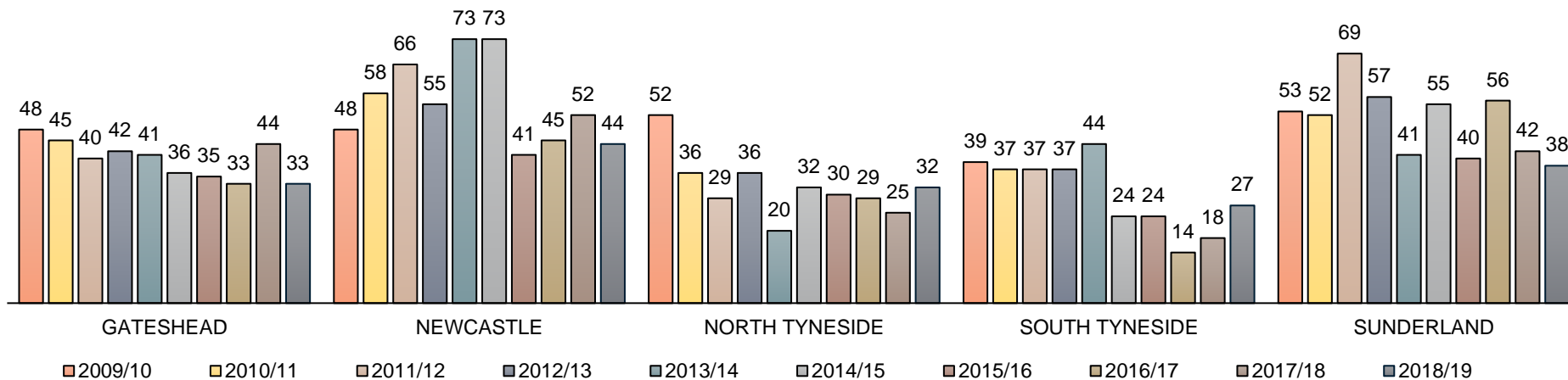
Deaths from All Fires (LI02) and from Accidental Dwelling Fires (LI01)



LI05 - Injuries and incidents from all fires



LI05 - Injuries from all fires by district year on year



Service actions

Deaths and injuries (Includes LI01, LI02, LI03, LI05)				
Actions	Activities	Success Criteria	Delivery area	Link
Home Safety Checks (HSC)/ Safe and Well checks.	Complete HSC's to improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from accidental dwelling fires (ADF). The HSC also includes additional elements around health and wellbeing, focusing on a person centred approach, and primary falls prevention advice is also provided to those aged 60 years or 65years depending on the local authority. Lifestyle factors advice and onward referrals to the most appropriate partners for smoking cessation, alcohol and substance misuse, dementia, winter warmth, social isolation, flu vaccine advice, access to benefits, carers support and crime prevention. Safe and well checks to be carried out following an HSC if appropriate, focused on falls prevention to make the individual as safe as is possible, within their own home.	Reduction in accidental dwelling fires, and associated deaths and injuries, including to those over 65 in Safe and Well visits. Monitored and reported on a monthly and quarterly basis by Service Delivery (SD) and Prevention & Education.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Sheltered Housing Talks	Deliver safety messages to elderly residents and staff, to assist in the reduction of deaths and injuries from fire and unwanted fire signals.	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05

Actions	Activities	Success Criteria	Delivery area	Link
Partnership Referrals	A reciprocal arrangement with key partners to provide fire safety advice to highly vulnerable persons within Local Authority Areas. Partners to identify vulnerable persons and refer to TWFRS.	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from partners. Continue to monitor for reduction to the LI and consider retraining as and when necessary.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Telecare Package Referrals	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners. Reduce deaths and injuries from accidental dwelling fires.	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of referrals made, monitored for improvement in performance.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Station Open Day	Engage with local communities to deliver fire safety advice, build relationships and raise understanding of TWFRS aims, objectives and vision. Community engagement from Operational personnel and P&E, and partner agencies. Activities include: fire safety advice, water safety advice, kitchen safety (chip pan demo) partner agency, Fire Cadets and operational fire crew demonstrations (RTC & fire drill display).	Number of people in attendance. Increased requests for HSC. Reduction in all incidents in the local area. Successful delivery of campaign messages through demonstrations e.g. Chip Pan Demonstration, Road traffic Collision (RTC) demonstration, Evacuation and rescue drills. Raised awareness of fire hazards and fire safety in the home. Monitored for an increase in event footfall, money raised for Firefighters Charity and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05

Actions	Activities	Success Criteria	Delivery area	Link
Schools Education Programme.	Educate school age children (primary and secondary) with fire safety knowledge to improve safety behaviours, and reduce incidents.	Post-session feedback forms and in-session verbal questioning. Reduction in incidents involving school age children, reduction in incidents (e.g. hoax calls and Anti-social Behaviour (ASB)) around schools. Improved fire safety awareness in the community.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Alcohol Behaviour Course (ABC)	Collaborate in partnership to provide fire safety advice to vulnerable people in the community with drug and alcohol issues.	Increased engagement with vulnerable people, increased fire safety awareness. Reduced the numbers of deaths and injuries within Local Authority area. Post-session feedback forms and in-session verbal questioning.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Safetyworks!	Working in collaboration with partners at TWFRS' interactive safety centre to support both prevention and education policies, to give school children and vulnerable groups advice on safety in the home and in the community.	Reduction in accidental dwelling fires, and associated deaths and injuries, across all age groups. Post-programme teacher and student evaluations.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Cause for concern regarding an individual property housing a transient group of non English speaking residents identified as at risk	To ensure changing residents are safe from causing a fire and understand what to do in the event of a fire.	Delivery of appropriate information to residents and staff supported by continued monitoring of calls to this address by P&E.	Sunderland	LI01 LI02 LI03 LI05

Actions	Activities	Success Criteria	Delivery area	Link
Community Engagement Initiative following high profile incident at a property in North Tyneside	To increase fire safety awareness and provide community reassurance	234 doors knocked, 50 completed HSCs, 45 Safe and Well Vists completed, 184 no replies.The initiative was carried out within a 400 metre radius of the incident using CFRMIS lists.Locality to be monitored for any further incidents by P&E.	North Tyneside	LI01
Community safety initiatives	To increase fire safety awareness and provide community reassurance	Number of visits attempted Number of completed home safety checks Number of refusals Number of no replies Number of falls checks completed Number of referrals to partners Number of Fire Safety engagements Number of leaflets delivered Number of social media interactions Reduction in the Li specific to the initiative	Service area	LI01 LI03 LI05

Fire attendances (LI08, LI09, LI10, LI16, LI17, LI18, LI24, LI29, LI50)

Key facts



3% (9) reduction in accidental kitchen fires (LI09)



3% (14) increase in accidental dwelling fires (LI08)



2% (79) increase in deliberate secondary fires (LI16)



5% (171) reduction in deliberate refuse fires (LI18)

- 5% (10) reduction in accidental kitchen fires in dwellings which started in the cooker/oven (LI09).
- 55% (301) of accidental dwelling fires required no fire fighter action or were extinguished by small means. (LI08).
- 4% (73) increase in the number of primary fires attended (LI29).
- 47% (870) of the 1870 primary fires were recorded as deliberate (LI17)
- 40% (755) of primary fires had a property type of 'Road vehicle', an increase of 11% (73) (LI29).

Gateshead

There were 1378 fire calls attended during 2018/19, an increase of 5% (60) on 2017/18 (LI24). Of these, 66% (907) were deliberate secondary fires (LI16). Gateshead saw a 13% (82) reduction in deliberate refuse fires (LI18). There were 85 accidental dwelling fires, a 7% (6) reduction on 2017/18 (LI18).

Newcastle

There were 2352 fire calls attended during 2018/19, an increase of 6% (136) on 2017/18 (LI24). Of these, 65% (1529) were deliberate secondary fires (LI16). Newcastle saw a 5% (59) reduction in deliberate refuse fires (LI18). There were 165 accidental dwelling fires (LI08) an increase of 2% (4) from the previous year.

North Tyneside

There were 796 fire calls attended during 2018/19, an increase of 10% (74) on 2017/18 (LI24). Of these, 52% (415) were deliberate secondary fires (LI16). North Tyneside saw a 2% (4) increase in deliberate refuse fires in comparison to 2017/18. There were 97 accidental dwelling fires (LI08), an increase of 21% (17) from the previous year.

South Tyneside

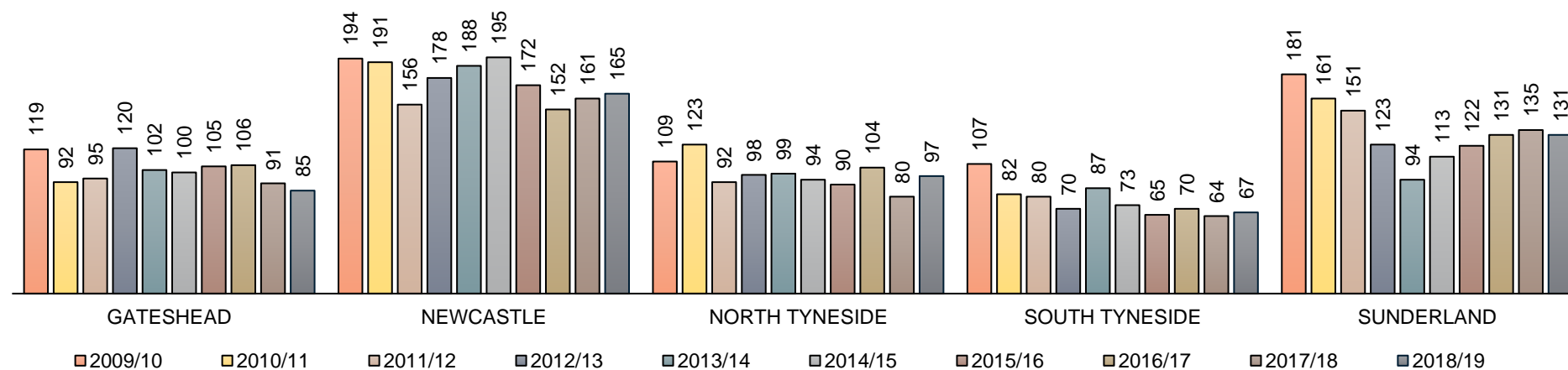
There were 795 fire calls attended during 2018/19, an increase of 8% (62) on 2017/18 (LI24). Of these, 58% (465) were deliberate secondary fires (LI16). South Tyneside saw a 13% (38) reduction in deliberate refuse fires (LI18). There were 67 accidental dwelling fires, an increase of 5% (3) from the previous year.

Sunderland

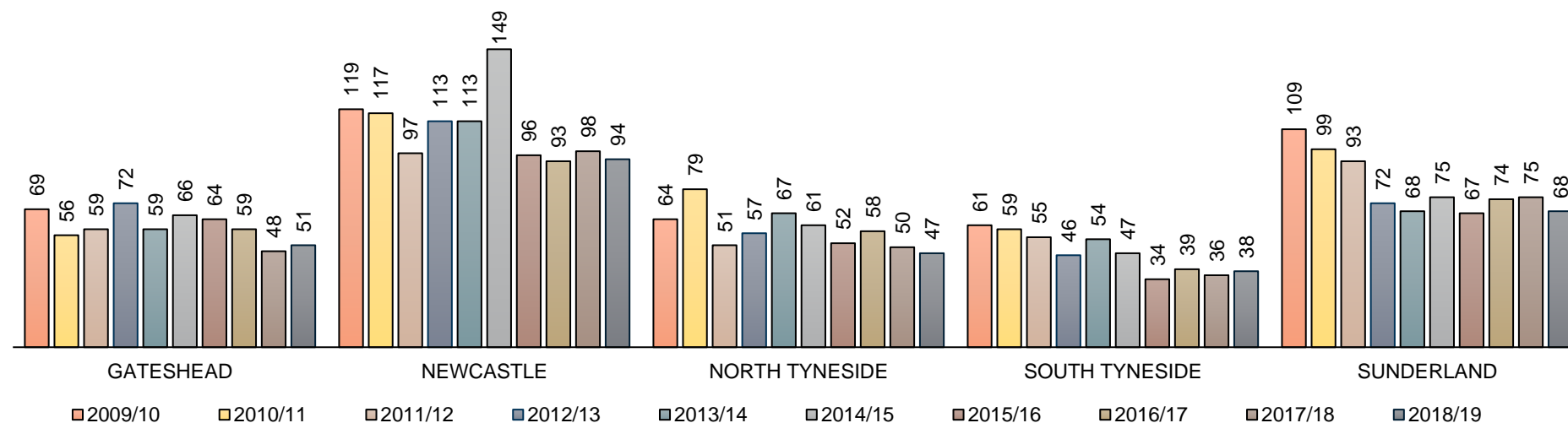
There were 2258 fire calls attended during 2018/19, an increase of 2% (49) on 2017/18 (LI24). Of these, 68% (1536) were deliberate secondary fires. Sunderland saw a 0.3% (4) increase in deliberate refuse fires (LI18). There were 131 accidental dwelling fires, a decrease of 3% (4) from the previous year.

Year on year trends

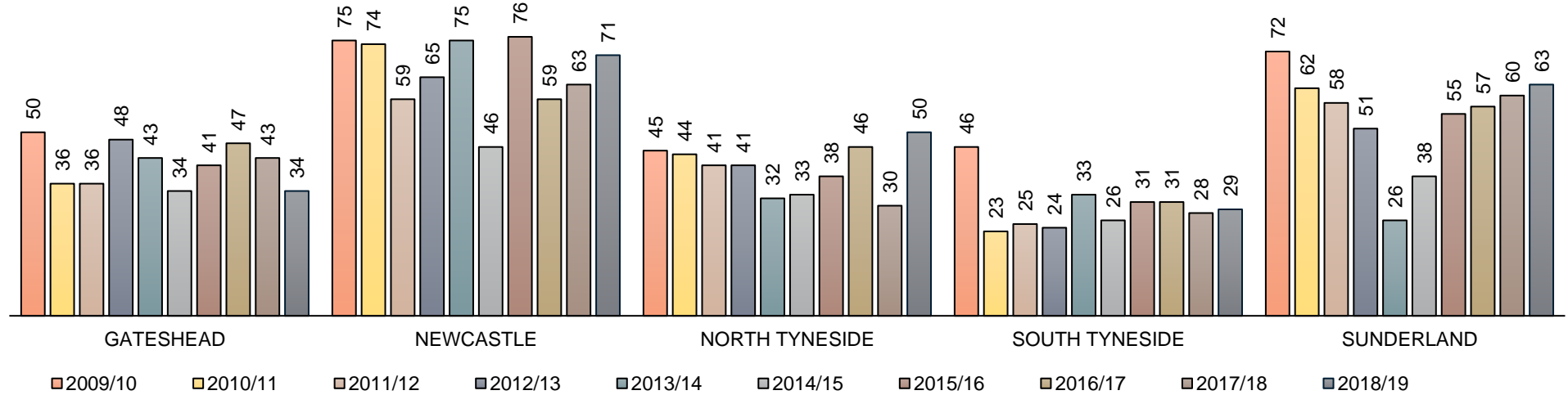
LI08 - Accidental fires in dwellings by district year on year



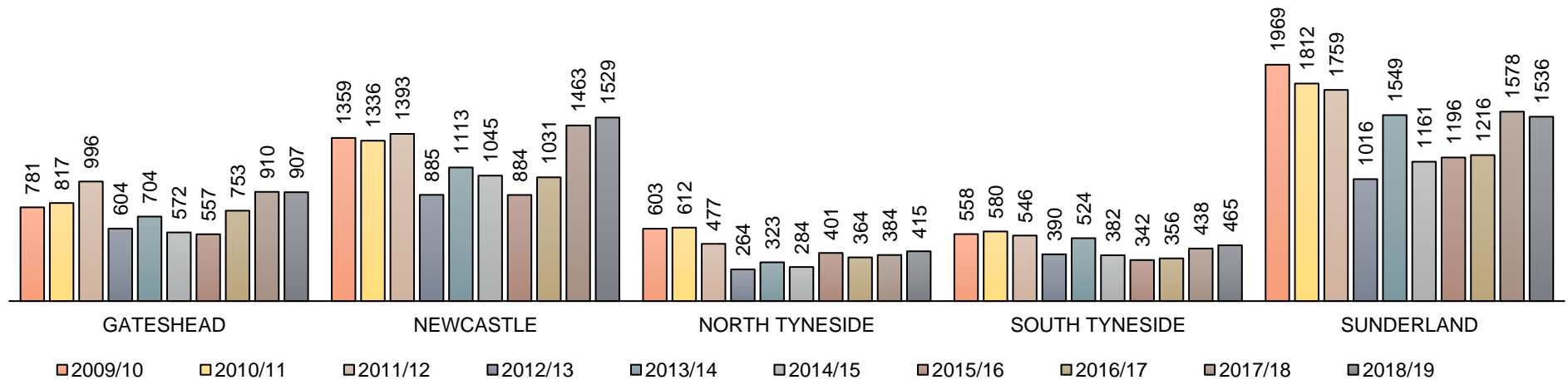
LI09 - Accidental kitchen fires in dwellings by district year on year



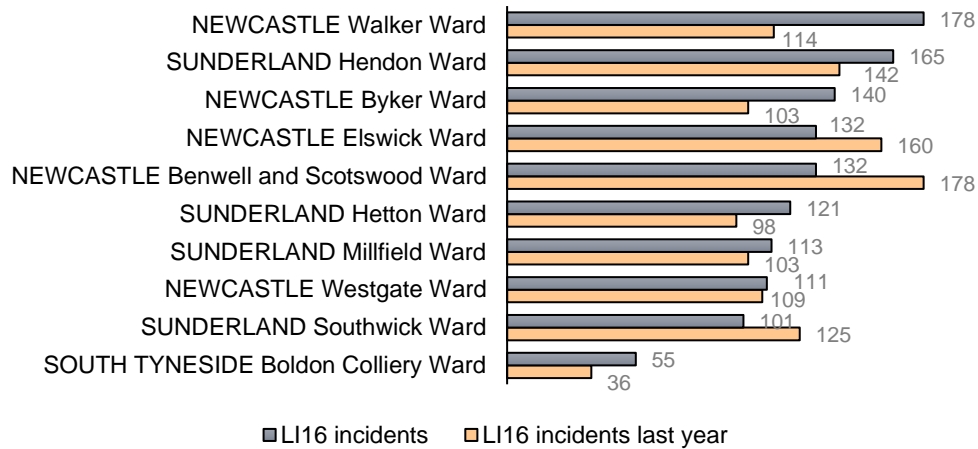
LI10 - Accidental non kitchen fires in dwellings by district year on year



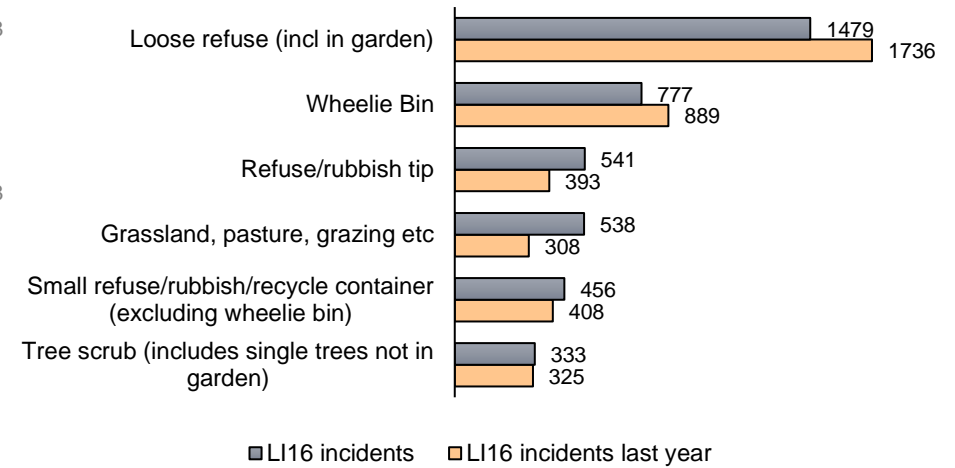
LI16 - deliberate secondary fires by district year on year



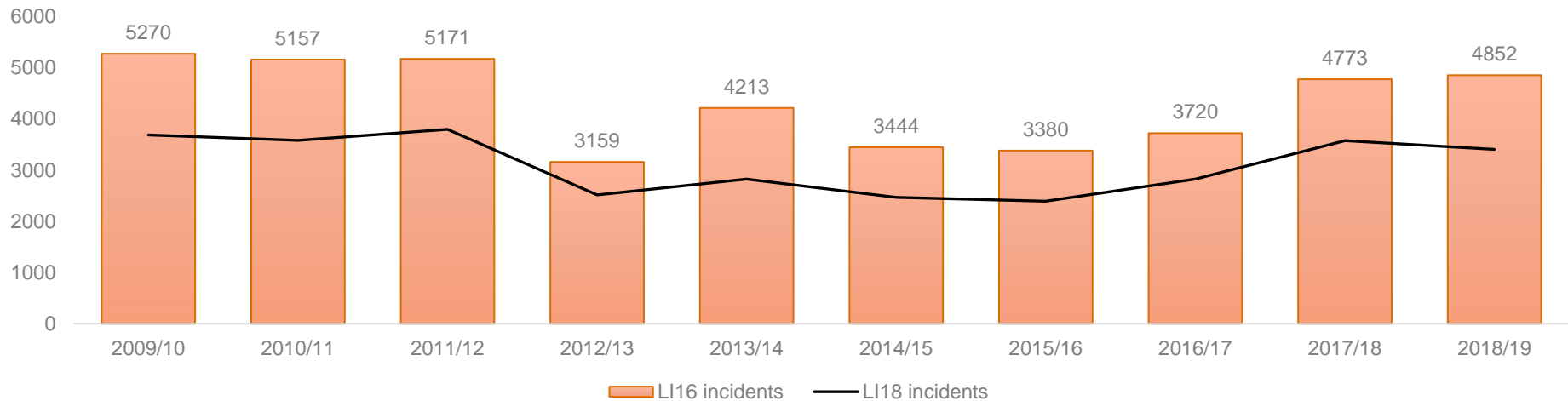
LI16 - Deliberate secondary fires top 10 by ward



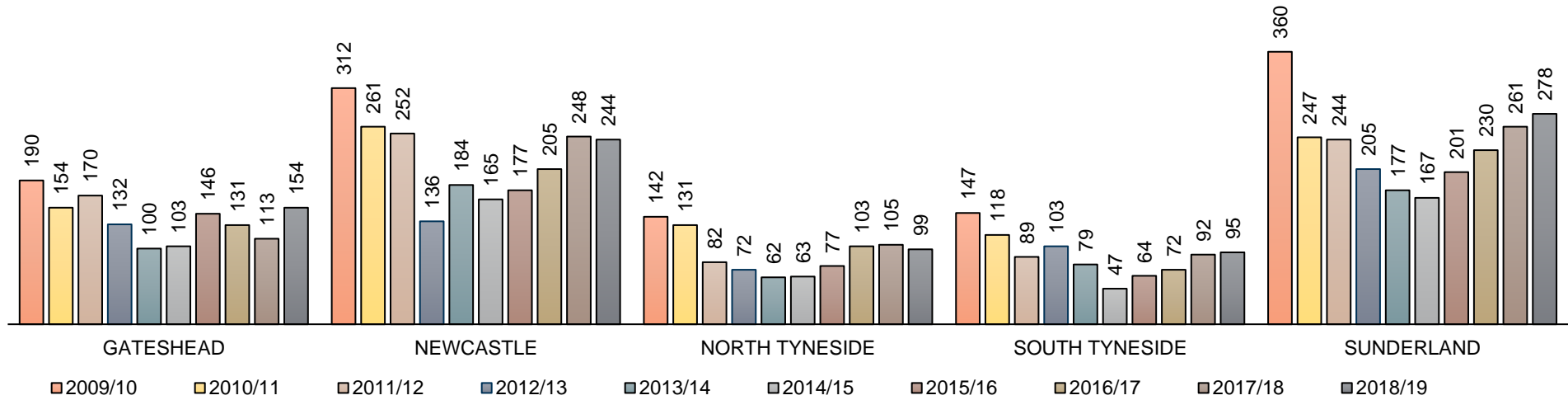
LI16 - Deliberate secondary fires top 6 by property type



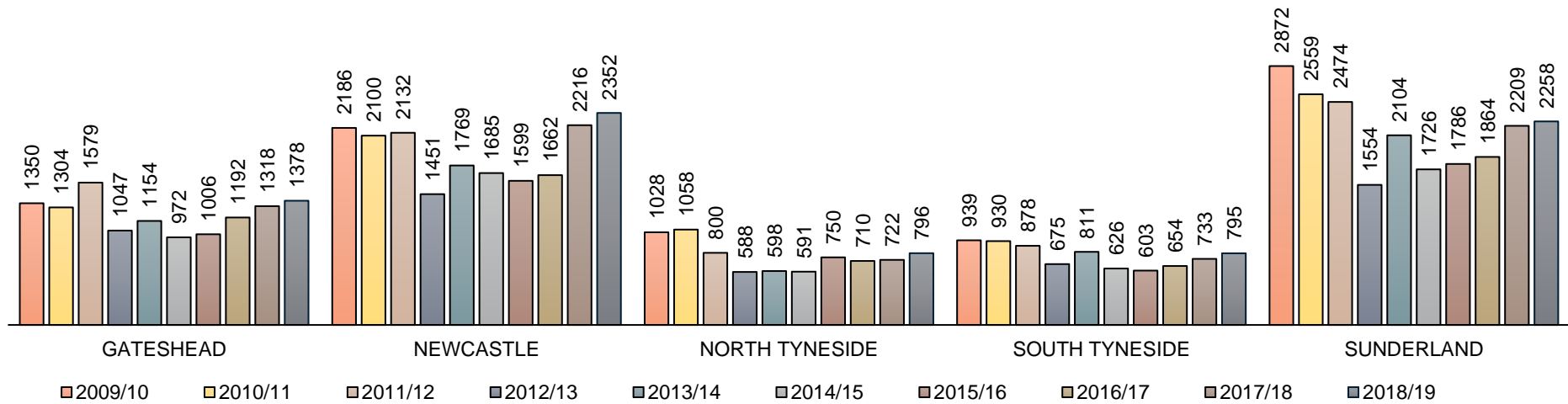
LI16 Deliberate Secondary Fires and LI18 Deliberate Refuse Fires



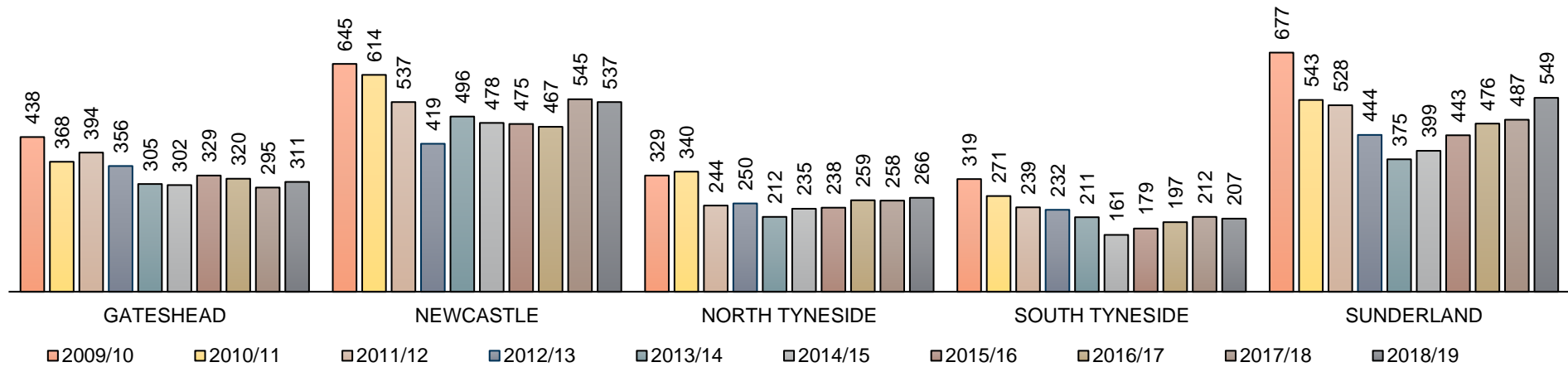
LI17 - Deliberate primary fires by district year on year



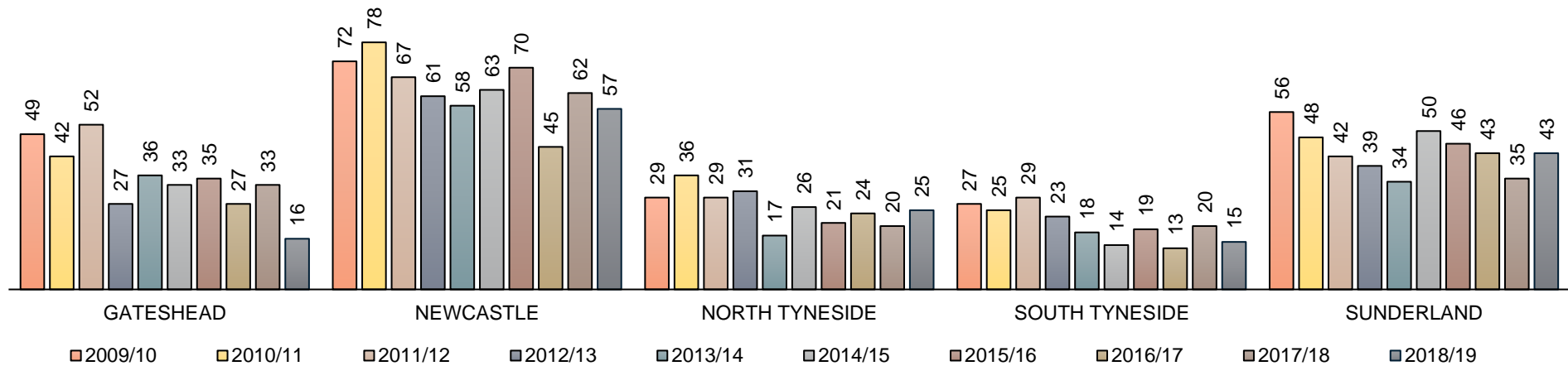
LI24 - All fire calls by district year on year



LI29 - All primary fires attended by district year on year



LI50 - Accidental fires in a non-domestic property



Service actions

Fire attendance (Includes LI08, LI09, LI10, LI16, LI33, LI18, LI24, LI29)				
Actions	Activities	Success criteria	Delivery area	Link
Home Safety Checks (HSC)/ Safe and Well checks	<p>Complete HSC's to improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from accidental dwelling fires (ADF). The HSC also includes additional elements around health and wellbeing, focusing on a person centred approach, and primary falls prevention advice is also provided to those aged 60 years or 65years depending on the local authority. Lifestyle factors advice and onward referrals to the most appropriate partners for smoking cessation, alcohol and substance misuse, dementia, winter warmth, social isolation, flu vaccine advice, access to benefits, carers support and crime prevention.</p> <p>Safe and well checks to be carried out following an HSC if appropriate, focused on falls prevention to make the individual as safe as is possible, within their own home.</p>	Reduction in accidental dwelling fires, and associated deaths and injuries, including to those over 65 in Safe and Well visits. Monitored and reported on a monthly and quarterly basis by SD and P&E.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of deaths and injuries from fire and unwanted fire signals	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation. Monitored and reported on a monthly and quarterly basis by SD & P&E	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI23

Actions	Activities	Success criteria	Delivery area	Link
Lighter Nights Campaign	Reduction of anti-social behaviour / deliberate fires via a multi-agency approach	Reduction of ASB / deliberate incidents, successful collaboration with partners - Post-campaign feedback from Ops Crews, P&E and local partners. Campaign evaluation. Report on all ASB incidents to monitor deliberate fires	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI18 LI16 LI33
Fire Setters	Deliver targeted education and intervention to young people displaying firesetting behaviour, using our Juvenile Firesetters Education Programme (JFEP).	Reduction of firesetting by young people in the area. Qualitative feedback from referrer. Monitor for repeat referral to consider success of intervention.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI18 LI16 LI33
Partnership Referrals	A reciprocal arrangement with key partners to provide fire safety advice to highly vulnerable persons within Local Authority Areas. Partners to identify vulnerable persons and refer to Tyne & Wear Fire & Rescue (TWFRS).	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from partners. Continue to monitor for reduction to the LI and consider retraining as and when necessary.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
ASB Tours	Reduction of deliberate fires through identification, by operational crews, of vulnerable properties and potential deliberate fires, using intelligence led data. This activity will enable effective reporting of potential fires for uplift and / or action to the Local Authority.	Reduction in deliberate incidents in the targeted area, monitoring of up-lifts in liaison with the Local Authority and partners. Monitor and review quarterly with partner agencies.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI18 LI16

Actions	Activities	Success criteria	Delivery area	Link
Alcohol Behaviour Course (ABC)	Collaborate in partnership to provide fire safety advice to vulnerable people in the community with drug and alcohol issues.	Increased engagement with vulnerable people, increased fire safety awareness. Reduced the numbers of deaths and injuries within Local Authority area. Post-session feedback forms and in-session verbal questioning.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 LI33 LI18 LI24 LI29 L3P
Schools Education programme.	Educate school age children (primary and secondary) with fire safety knowledge to improve safety behaviours, and reduce incidents.	Post-session feedback forms and in-session verbal questioning. Reduction in incidents involving school age children, reduction in incidents (e.g. hoax calls and ASB) around schools. Improved fire safety awareness in the community.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Telecare Package Referrals.	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners. Reduce deaths and injuries from accidental dwelling fires	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of referrals made, monitored for improvement in performance.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Station Open Day.	Engage with local communities to deliver fire safety advice, build relationships and raise understanding of TWFRS aims, objectives and vision. Community engagement from Operational personnel and P&E, and partner agencies. Activities include: fire safety advice, water safety advice, kitchen safety (chip pan demo) partner agency, Fire Cadets and operational fire crew demonstrations (RTC & fire drill display).	Number of people in attendance. Increased requests for HSC. Reduction in all incidents in the local area. Successful delivery of campaign messages through demonstrations e.g. Chip Pan Demonstration, Road traffic Collision (RTC) demonstration, Evacuation and rescue drills. Raised awareness of fire hazards and fire safety in the home. Monitored for an increase in event footfall, money raised for Firefighters Charity and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10

Actions	Activities	Success criteria	Delivery area	Link
Implementation of Deliberate Fires Working Group.	To work across the Service to identify, implement and manage actions and initiatives to reduce deliberate fires attended by TWFRS.	Monitoring of progress against objectives set out in group action plan. Monitoring of all LIs relating to ASB / deliberate fires to enable reduction.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI16 LI18 LI33
Local activities				
Chirton/Riverside Combined Initiative.	Multi agency targeted initiative working in the Chirton / Riverside wards. Supported by local authority, Northumbria police and TWFRS. Sign post vulnerable people to complete HSC and link with other agencies for support in their homes.	Improve performance in the targeted area following initiative. Reduction within the LI's, monitor and review quarterly with partner agencies.	North Tyneside	LI16 LI18 LI33
Operation Hot Spot.	Multi agency targeted initiative working in the Chirton / Riverside wards. Supported by local authority, Northumbria police and TWFRS. Sign post vulnerable people to complete HSC and link with other agencies for support in their homes.	Reduction in the LI's and incidents of ASB in the targeted area following the introduction of the initiative. All agencies to monitor the impact and to review/evaluate. Multi Agency monitoring through statistical analysis addressing issues as and when they arise.	North Tyneside	LI16 LI18 LI33
Thompson Park ASB Hot Spot Targeting	Reduce ASB / deliberate fires in a targeted area by delivering of a campaign in partnership with Northumbria Police and Local Authority. Various activates including schools education, shared intelligence to inform the installation of cameras to monitor activity in the Thomson Park area of Sunderland.	Reduction of ASB fire in the targeted area following initiative. Reduction within the LI's, monitor and review quarterly with partner agencies and run regular LI16 report to monitor.	Sunderland	LI16 LI18

Actions	Activities	Success criteria	Delivery area	Link
Jubilee Estate Stand Alone Problem Solving Group.	Delivery of a targeted campaign for the Jubilee Estate in partnership with Northumbria police, Your Homes Newcastle (YHN) and the Local Authority to address and reduce ASB fires in the area.	Reduced ASB in the targeted area following initiative. Monitor and review at SAP meetings with Partners.	Newcastle	LI16 LI18 LI33
Friends of Saltwell Park Partnership.	Delivery of a targeted campaign in partnership with the Friends of Saltwell Park to reduce the number of ASB incidents in the area, utilising littler picks, community engagement and identification and removal of log store.	Reduction of incidents in the targeted area following initiative. Monitor and review on a monthly basis with Friends of Saltwell Park	Gateshead	LI16 LI18 LI33
High Rise HSC Delivery.	As part of a national focus on high rise building fire safety, following a major incident in London, TWFRS carried out a intensive campaign to target high rise properties across Tyne and Wear. Objectives included raising fire safety awareness, providing reassurance to residents, increasing operational intelligence, and carrying out fire safety checks and audits.	Increased number of HSCs delivered to vulnerable people in high rise properties. Decrease in incidents in high rise buildings. Greater reassurance amongst public.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08
Safetyworks!	Working in collaboration with partners at TWFRS' interactive safety centre to support both prevention and education policies, to give school children and vulnerable groups advice on safety in the home and in the community.	Reduction in accidental dwelling fires, and associated deaths and injuries, across all age groups. Post-programme teacher and student evaluations.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI24 LI29

Actions	Activities	Success criteria	Delivery area	Link
Community Engagement Initiative following high profile incident at a property in North Tyneside.	To increase fire safety awareness and provide community reassurance	234 doors knocked, 50 completed HSCs, 45 Safe and Well Visits completed, 184 no replies. The initiative was carried out within a 400 metre radius of the incident using CFRMIS lists. Locality to be monitored for any further incidents by P&E.	North Tyneside	LI08
Identification of repeat calls to same address to force entry for NEAS / POLICE and fit key safes and thumb turn locks to negate the need for TWFRS forced entry.	To reduce calls to force entry for North East Ambulance Service (NEAS) and Police.	End of Quarter reviews going forward to reflect success or otherwise and then consider for service wide action	South Tyneside	LI08 LI09 LI10 LI24 LI29
ASB Crime and Confidence Group.	In order to tackle ASB issues across Gateshead an ASB Crime and Confidence group has been established initially addressing areas of Beacon Lough, Wrekenton and Allerdene. An ASB Van provided by the police was utilised while funding would allow. Media campaigns and multiservice partnership working is progressing and as a result of initial work an injunction has been taken out to exclude offenders from Allerdene woods area.	Group to meet every 6 weeks to discuss a vary agenda set by need in terms of short, medium and long term strategy.	Gateshead	LI16

Actions	Activities	Success criteria	Delivery area	Link
Blakelaw Recreation Ground ASB.	Following the identification of a number of main instigators with regards to the Blakelaw Fires, we have been offered the opportunity to provide input at the Blakelaw Centre Youth Club. A bespoke phoenix course is under discussion should funding, transport and meals be possible via safe Newcastle.	Evaluation following input and monitoring of the area.	Newcastle	LI16
Denton Ward Stand Alone Problem Solving (SAP)	Continued ASB and related fires being reported in the Denton Ward	Group to meet and report on and manage issues in the area. Actions have included re-deployable CCTV , consideration of diversionary activities, seeking of funding and also running an initiative similar to that in Blakelaw .	Newcastle	LI16
Deliberate Fires Working Group Action	To deliver events which will focus on community engagement and deliver key messages around domestic waste, refuse, fly-tipping, safe and secure storage of wheelie bins and the impact of ASB and deliberate fires.	Planned multi-agency events aimed at tackling anti-social behaviour	Newcastle Sunderland	LI16
Strategic ASB Group	Strategic driver of ASB in Newcastle. Setting strategy, coordinating and ensuring system/partnership wide implementation	The group has been initiated as a recommendation of an independantly commissioned review of ASB activities in Newcastle. Fire related activity is also within the scope and terms of reference. Group Manager(North) is Chair and will report progress to Safe Newcastle Board.	Newcastle	LI16 LI18 LI33

Actions	Activities	Success criteria	Delivery area	Link
Denton Ward Initiative	Denton SAP in conjunction with TWFRS organised a Community Safety event day. This was attended by TWFRS P&E, Ops Crews and Volunteers and partners including YHN, Northumbria Police, Newcastle City Council (Safe Newcastle), Morrisons Supermarket, Police and Fire Cadets, local councillors, and MP Catherine McKinnel and the EA. Primarily an engagement and reassurance event with local residents.	Comparative data will be taken over 3 months and a comparison made with the same period last year as evaluation.	Newcastle	LI16
Benwell and Scotswood Initiative	o provide community reassurance in hard to reach communities. Incidents had reduced in the 6 months prior however these wards regularly have higher number of incidents. P&E and Operational crews carried out two,one day initiatives in the area supported by Community Advocates. The events delivered fire safety guidance to residents and also obtained HSC referrals in this diverse neighbourhood.	Comparative data will be taken over 3 months and a comparison made with the same period last year as evaluation.	Newcastle	LI16
Community safety initiatives	To increase fire safety awareness and provide community reassurance	Number of visits attempted Number of completed home safety checks Number of refusals Number of no replies Number of falls checks completed Number of referrals to partners Number of Fire Safety engagements Number of leaflets delivered Number of social media interactions Reduction in the Li specific to the initiative	Service area	LI8

Actions	Activities	Success criteria	Delivery area	Link
Bonfire Campaign	<ul style="list-style-type: none"> • To raise awareness of the dangers and consequences of the misuse/abuse of bonfires and fireworks amongst young people. In particular: Fireworks & Bonfire related deaths and injuries, available powers and the will to prosecute for misuse of fireworks, financial cost e.g. damage to property etc. • To encourage young people to attend an organised display • To ensure timely and accurate fireworks licences are issued • To inspect premises which are storing fireworks to ensure safe conditions are being met • To investigate and prosecute where necessary, any concerns relating to the storage of fireworks • To work with partners to ensure that effective arrangements are in place to uplift illegal bonfires, prior to ignition 	Number of fire calls received Number of incidents attended Number of deliberate secondary fires Number of attacks on operational fire crews Number of firework related primary fires	Service area	LI8

False alarms (LI21, LI22, LI23)

Key Facts



2% (59) reduction in AFAs in domestic premises (LI23)



2% (28) reduction in AFAs from a non domestic premises (LI22)



33% (566) of AFAs to non domestic premises were due to faulty alarms (LI22)



46% (1178) of domestic AFA calls are due to cooking or burnt toast (LI23)

- 22% (373) of non domestic AFA calls are to an education premises (LI22).
- 19% (321) of non domestic premises AFA calls were from premises type 'Hospitals and medical care' (LI22).
- 39% (1001) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 33% (852) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).

Gateshead

AFAs from non domestic premises have increased by 2% (5) from the previous year (LI22). 'Hospital and medical care' accounts for the majority of the incidents with 26% (73) (LI22). AFAs from domestic premises have increased by 11% (40) (LI23).

Newcastle

AFAs from non domestic premises have decreased by 11% (89) from the previous year (LI22). 'Hospital and medical care' account for the majority with 19% (132) (LI22). Domestic AFAs have decreased by 5% (68) on 2017/18 (LI23). 46% (551) occur in purpose built flats/maisonettes and 34% (410) in sheltered housing (LI23).

North Tyneside

AFAs from non domestic premises have increased by 17% (27) from 2017/18 (LI22). 37% (68) occur in 'Education' premises, a 39% (19) increase on 2017/18 (LI22). Domestic AFAs have reduced by 13% (39) with 43% (109) from sheltered housing (LI23).

South Tyneside

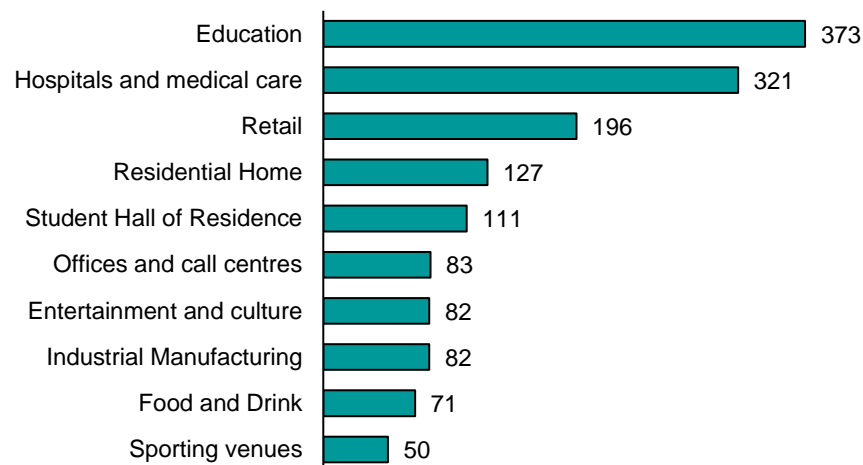
AFAs from non domestic premises have increased by 2% (3) from 2017/18 (LI22). 25% (40) were from 'Education' premises, 22% (36) were from 'Hospital and medical care' premises' Premises (LI22). Domestic AFAs have reduced by 6% (15) with 49% (110) from sheltered housing (LI23).

Sunderland

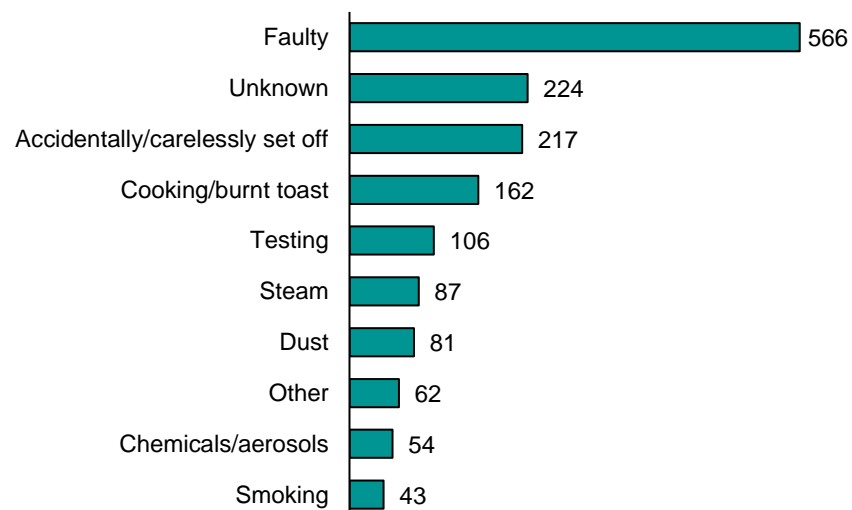
AFAs from non domestic premises have increased by 7% (26) from 2017/18 (LI22). 'Education' premises account for the majority with 33% (132). AFAs from Hospitals has increased by 4% (3) (LI22). AFAs in domestic premises have increased by 5% (23) with purpose built flats/maisonettes account for the majority with 44% (208) (LI23).

Non domestic false alarms (LI22)

**LI22 - Non domestic false alarms by property type
(Top 10)**

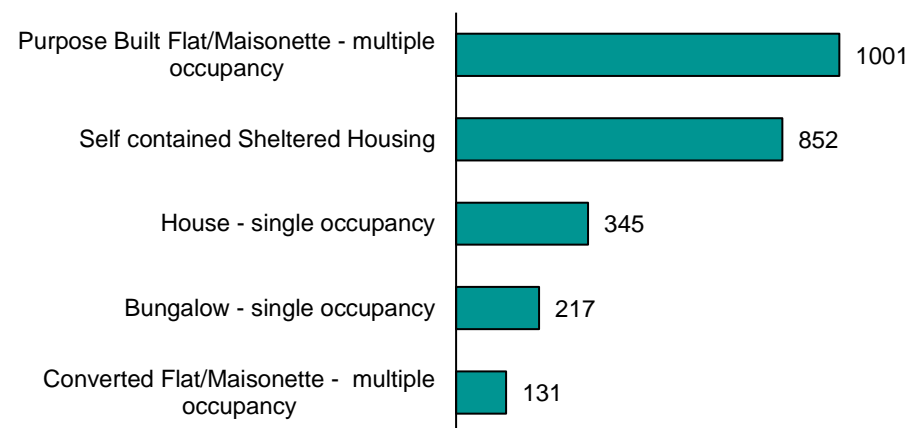


**LI22 - Non domestic false alarms by reason
(Top 10)**

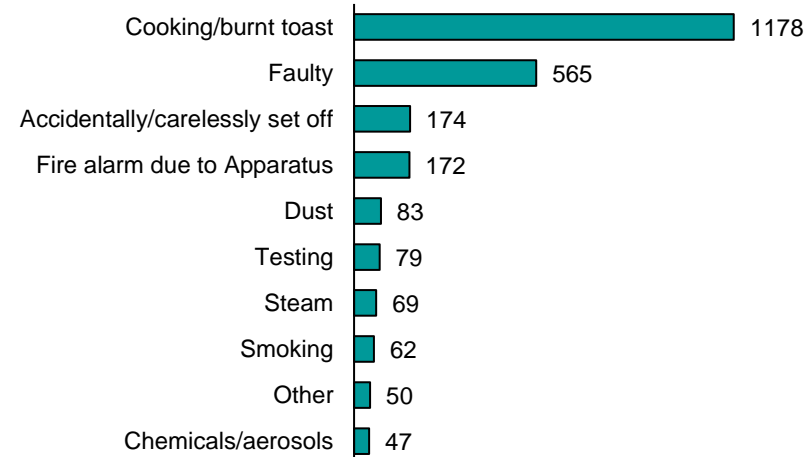


Domestic false alarms (LI23)

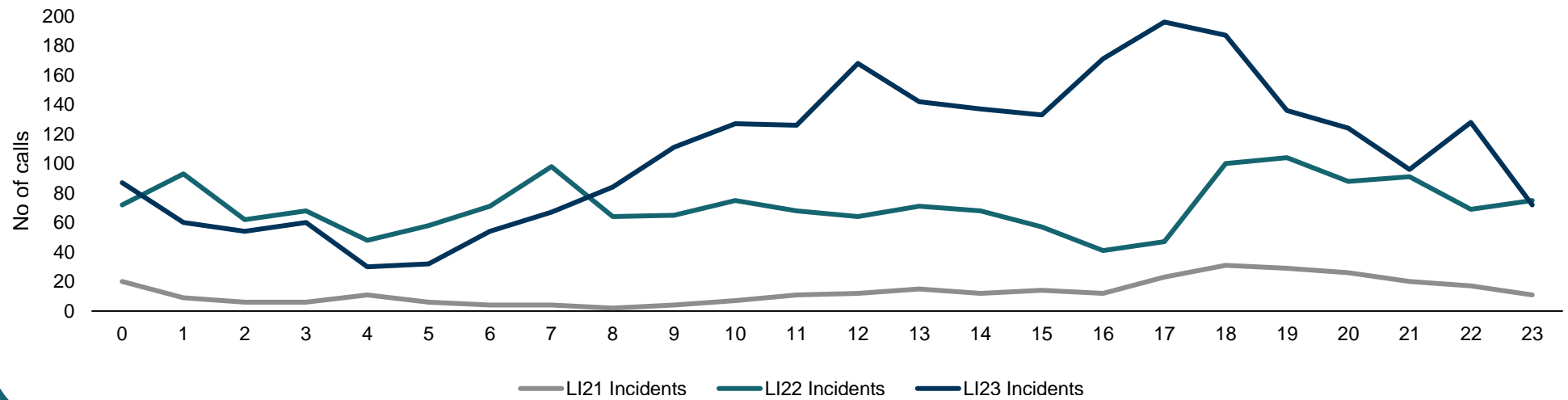
**LI23 - Domestic false alarms by property type
(Top 5)**



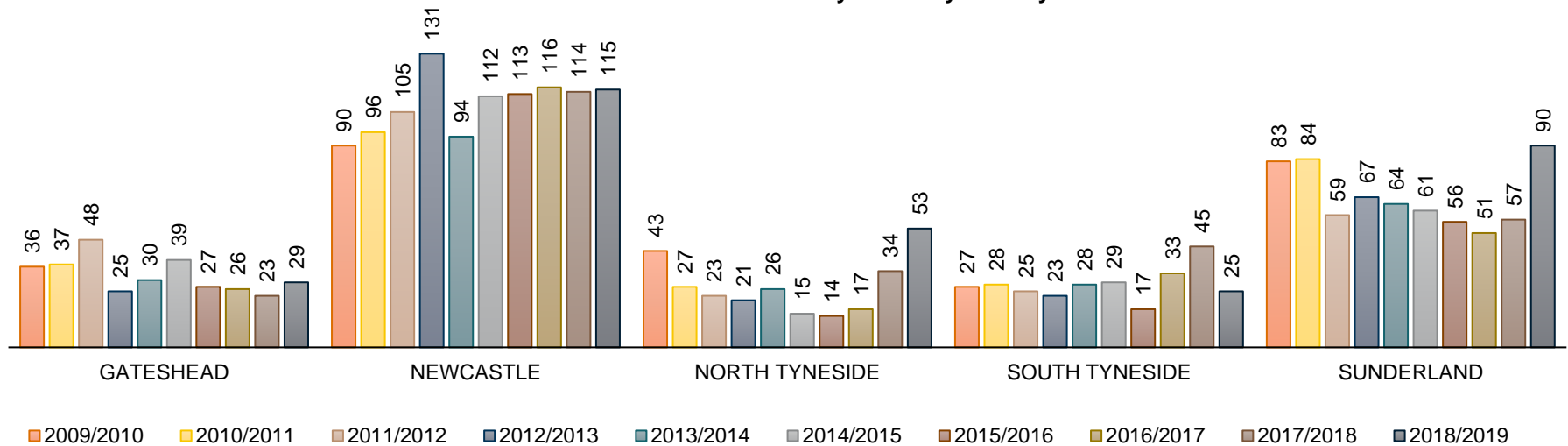
**LI23 - Domestic false alarms by reason
(Top 10)**



False Alarm incidents by hour of day 2018/19

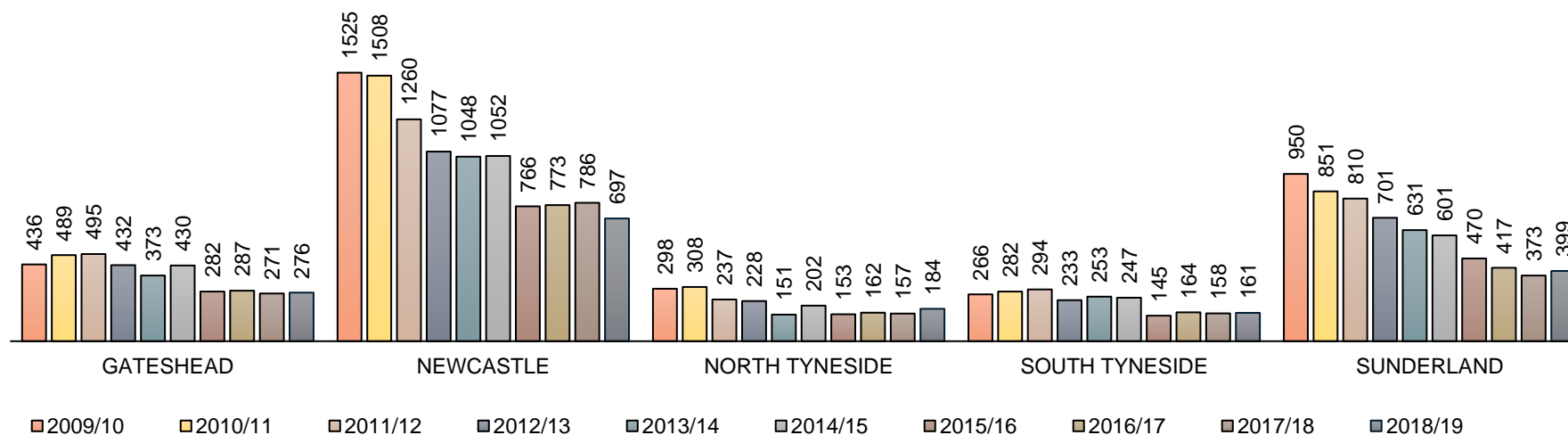


LI21 - Malicious false alarms by district year on year

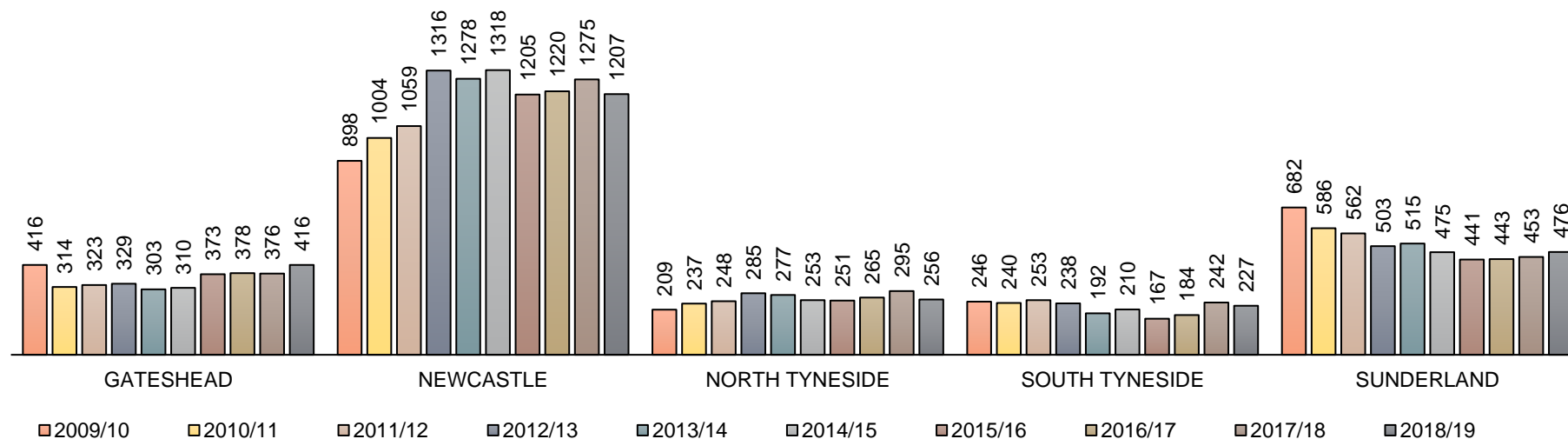


Year on year trends

LI22 - Non domestic false alarms by district year on year



LI23 - Domestic false alarms by district year on year



Service actions

False alarm calls (Includes LI21, LI22, LI23)				
Actions	Activities	Success criteria	Delivery area	Link
Sheltered Housing Talks.	Deliver safety messages to elderly residents and staff, to assist in the reduction of deaths and injuries from fire and unwanted fire signals.	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Attendance at Working Groups to reduce False Alarms in housing associations properties.	To reduce unnecessary false alarm calls in housing association properties.	Monitor variance on LI23 and report on a quarterly basis.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Call Challenge.	To reduce the number of unwanted fire calls by engaging with call centre management and property management companies, to challenge fire calls / automatic alarms to determine whether Fire and Rescue Service (FRS) attendance is required.	Reduction in number of false alarm calls in monitored properties and improvement of fire safety awareness. Regular monitoring to identify repeat and high number offenders and identify and agree improvement actions required.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22 LI23
Hospital Liaison Groups.	Reduce number of false alarm calls in hospitals in Tyne and Wear via attendance at hospital working group.	Reduction in the number of false alarm calls at hospital premises. Monitor and review on a 6 monthly basis and feedback to each hospital / group.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22

False alarm calls (Includes LI21, LI22, LI23)				
Actions	Activities	Success criteria	Delivery area	Link
Reducing False alarms in Non-domestic Properties.	Reduce the number of false alarms in non-domestic properties through the RBIP. Encourage Responsible Person to manage their systems.	Reduction of False alarms in non-domestic properties circa 150 per month.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22
RBAP (Risk Based Attendance Policy).	Manage and monitor RBAP to review performance of those with exemptions.	Monitoring of performance of these premises.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22
Fire Alarm Systems.	Promote best practice with installation, maintenance & management of Fire Alarm Systems in PAS premises across the country.	Reduction of False alarms in non-domestic properties.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22

False alarm calls (Includes LI21, LI22, LI23)				
Actions	Activities	Success criteria	Delivery area	Link
Local Activities				
Identification of an issue with Break glass alarms at ST Hospital a contractor has been appointed to inspect and address all call points to ensure covers are in place and functional on a regular basis.	To reduce and prevent further accidental actuations of break glass alarms and reduce calls to this property.	End of year review will identify significant reductions and prove success or otherwise.	South Tyneside	LI22
Regular reporting of calls to TWFRS by Sunderland Telecare	To identify the success or otherwise of Telecare questioning calls before requiring TWFRS attendance	To identify the success or otherwise of Telecare questioning calls before requiring TWFRS attendance.	Sunderland	LI22 LI23
Identification of actuation of alarms from unoccupied premise awaiting demolition owned by Sunderland College(10 in 2 month period) . Alarm system removed	To reduce the number of unwanted fire calls by engaging with premise owner call and reduce calls to property.	Reduction of False alarms in non-domestic properties.	Sunderland	LI22

LI overview 2018/19

This report monitors how our incidents are performing against our targets for 2018/19 (* Priority Indicators)

Red = Forecast to not achieve target
 Amber = Forecast within 2.5% of target
 Green = Forecast within target

indicator	indicator Description	Service		Newcastle		Sunderland		Gateshead		South Tyneside		North Tyneside	
		incidents	target	incidents	target	incidents	target	incidents	target	incidents	target	incidents	target
LI01*	Number of deaths from accidental fires in dwellings	4	0	1	0	2	0	0	0	0	0	1	0
LI02*	Number of deaths from all fires	5	0	1	0	3	0	0	0	0	0	1	0
LI03*	Number of injuries from accidental fires in dwellings, excluding precautionary checks	47	36	9	10	12	9	6	9	12	1	8	7
LI05*	Number of injuries from all fires	174	181	44	49	38	47	33	39	27	17	32	28
LI08*	Number of accidental fires in dwellings	545	503	165	157	131	121	85	87	67	60	97	78
LI09*	Number of accidental kitchen fires in dwellings	298	276	94	89	68	62	51	48	38	35	47	42
LI10*	Number of accidental non kitchen fires in dwellings	247	227	71	68	63	59	34	39	29	25	50	36
LI50*	Number of accidental fires in a non domestic property	156	158	57	58	43	35	16	35	15	13	25	17
LI16*	Number of deliberate secondary fires	4852	4896	1529	1472	1536	1685	907	937	465	455	415	449
LI17*	Number of deliberate primary fires attended	870	792	244	238	278	248	154	123	95	78	99	105
LI18*	Number of deliberate refuse fires	3404	3636	1176	1222	1161	1207	548	625	253	287	266	295
LI21*	Number of malicious false alarm calls attended	312	260	115	117	90	52	29	21	25	43	53	27
LI22*	Number of false alarm calls due to automatic fire alarms from non domestic premises	1717	1628	697	721	398	361	277	247	161	153	184	146
LI23*	Number of false alarm calls due to automatic fire detection from domestic premises	2583	2609	1207	1288	477	452	416	373	227	211	256	285
LI24*	Total number of fire calls attended	7579	7367	2352	2257	2258	2327	1378	1364	795	733	796	786
LI29*	Number of primary fires attended	1870	1730	537	536	549	468	311	296	207	186	266	244

